



# Employment Opportunity

## Customer Service Specialist 2 Dealers Customer Service Specialist

Range 35 \$2252 - \$2844 monthly

Recruitment: 614-2006

Opens: December 11, 2006

Closes: December 22, 2006

**Location:** Business Services, Licensing Division  
Located in Olympia

**Job Summary:** This position provides customer service and support to authorized network Dealers and other internal and external WDFW Stakeholders. Provides customer support via face-to-face meetings with Dealers, telephone support and the recreation automated licensing system. Is responsible for implementation and maintenance of dealership accounts, accurate and timely processing of revenue adjustments for Dealer sales, dealer training, collection and reconciliation of fees, and other dealer administrative support.

### Key Competencies:

This position requires an understanding of retail business and the ability to grow and maintain WDFW Dealerships in specific markets. Excellent customer communications and problem resolution skills are essential. Must also be able to maintain accurate records and perform office duties such as keyboarding and operating copiers and other office equipment.

### Working Conditions:

Work schedule varies between 7:30 a.m. to 6:30 p.m. Monday thru Friday. Position may have a varied schedule that could result in working a Saturday or Sunday. Position may require overtime and is overtime eligible. Individuals in this position may be required to attend trade shows, fair events or visit WDFW authorized Dealers; travel may be up to 10%.

### Required Qualifications:

To qualify for this position, you must have a high school diploma or GED equivalent and at least two years working with customers and the public in a customer service oriented environment (this experience may be in a government agency, a service-oriented industry, or in a retail business). You must also have demonstrated experience working with Microsoft WORD, Internet browsers, and other Internet tools.

### Preferred Qualifications:

- An Associate's Degree and more than two years of experience providing assistance to customers. This experience should include direct responsibility for helping customers resolve complaints or problems.
- Experience or training that provides a working understanding of the retail business sector
- The ability to type at least 20 words per minute with accuracy
- Demonstrated writing skills. Note: If you are invited to an interview, your typing and writing skills will be assessed.

## Notes:

This position is covered by a collective bargaining agreement between the State of Washington, Department of Fish and Wildlife and the Washington Federation of State Employees (WFSE), which contains a “union security” provision. This means that, as a condition of employment you must either join the union and pay union dues, or pay the union a representational or other fee within 30 days of the date you are put into pay status.

## How to Apply:

To apply for this position, submit a Washington State Application and answers to the questions below. Submit your answers to the questions along with your application to **Cheryl Gardner, 600 Capitol Way N, Olympia, Washington 98501** or e-mail [gardnclg@dfw.wa.gov](mailto:gardnclg@dfw.wa.gov). All application materials, including the questionnaire, must be received by the close of business on December 22, 2006.

## Qualifying Experience and Training Exam.

Using separate sheets of paper, please provide the information requested below. Attach your answers to a cover letter that outlines why you are interested in the position and the skills and abilities that make you well qualified. A resume will not be accepted as a substitute for providing the information in this format.

1. Do you have a high school diploma or G.E.D.?
2. Do you have an Associate’s degree or higher from an accredited institution?
3. List the positions held in which you worked with customers or the public in a customer service capacity. For each position, specify your employer, job title, and briefly describe the actual customer service duties that you performed.
4. Briefly describe the training or experience that provides you with a working knowledge of Microsoft WORD. Be specific about the kinds of documents you have prepared using WORD. Provide the same information with respect to your ability to use Internet browsers and other Internet tools.
5. Tell us about the experience or training that provides you with a working knowledge of the retail business. For experience, specify your job titles, employers, and briefly describe your retail related duties.
6. Tell us about the training or work experience in which you developed accurate keyboarding skills of at least 20 words per minute. Explain how you used those skills in your jobs.

**Note that WORD and keyboarding skills will be tested if you are called for an interview. Final candidates will also be expected to pass a writing exam.**

*The Department of Fish and Wildlife actively supports diversity in the workplace. Women, racial and ethnic minorities, persons with disabilities, disabled veterans, and Vietnam-era veterans are all encouraged to apply. Disabled persons needing application/testing/interview assistance may call (360) 902-2276 or the Telecommunications Device for the Deaf (360) 902-2207.*